

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Place

Job Ref Number: 03748

Service Area: Highways Client

Grade: G5

Job Title: Winter and Emergency Duty Officer

PURPOSE OF JOB:

A **Winter and Emergency Duty Officer** is required to assist in the delivery of a 24hr / 7-day response to emergencies across the Highway network of Lincolnshire. The postholder will support the Network Resilience team who are responsible for dealing with emergency enquiries received into the Highway Service, assessing risk and instructing the operational response.

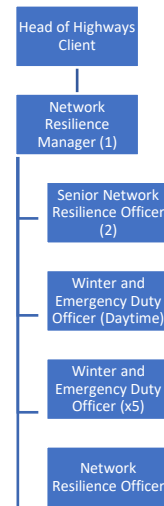
The postholder will also support the effective delivery of the Winter Maintenance Service. Ensuring that the service is equipped to deal with precautionary salting and snow events on the road network of Lincolnshire.

The role is required to receive enquiries, calls and messages from various sources and determine the initial response on behalf of the Highway Service. The role often acts in isolation making independent decisions based on the Highways Infrastructure Asset Management Plan guidance. During a larger incident, the postholder will need to collaborate with the wider team to ensure that the resource volume scales up with the size of the incident.

The postholder is required to work a shift Rota with 5 x Winter and Emergency Duty Officers and 1 x Winter and Emergency Duty Officer (Daytime).

Where necessary, brief and inform a variety of stakeholders in relation to areas of competence. Including provision of data to other senior officers who will be required to conduct media interviews to update on live incidents by providing situation reports on behalf of the Highway Service.

As an officer of Lincolnshire County Council, take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self -service to achieve maximum cost effectiveness.

TEAM STRUCTURE:

1. Line management responsibilities for team
2. Mentoring and Development responsibilities for team

MAIN DUTIES:

The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:

1. Role Specific

- To assist in the development, operation and monitoring of all aspects of the highway winter maintenance and emergency service. In partnership with Lincolnshire Term Maintenance Partner and other strategic partners, including the co-ordination of aspects of planning, operation, financial control and monitoring.
- Control the operation of the highways emergency service by prioritising the emergency call out of contractors to make safe incidents on the highway following, where relevant, liaison with the emergency services (Police and Fire).
- Control the operation of winter maintenance service by instructing contractors when to precautionary salt the salted network. Liaison with the supplier of meteorological information and the counties weather station system to determine relevant treatment.
- Managing emergency responses on behalf of the Street works and Permit Manager. Ad hoc tasks which include administrative duties, data input and management.
- To work in partnership with external and internal clients, committees, agencies and contractors to achieve delivery and successful operation of these services.
- Support the Network Resilience Manager in the operation of winter maintenance service and recommendation for service changes and enhancements including, Liaison with contractors, suppliers and sub-contractors.
- Support in day-to-day Fleet management of 47 gritting vehicles - an asset totalling £5 million. Ranging from Tax and Insurance legalities to the contract provision to maintenance of vehicles.
- Develop and monitor all Winter Maintenance controls and services.
- To enhance the Council's external relationships with partners and the public.
- Ensuring compliance with statutory provisional and current legislation.
- Responsible for achieving the challenging deadlines (set by relevant policies) within the 24hr highway emergency and winter maintenance services.
- To be available occasionally to support staff out of normal working hours covering winter maintenance and highway emergencies county wide.
- Provide data to senior officers and managers in relation to media enquiries for Emergency and Winter Maintenance topics.
- Assist with the procurement, liaison and performance manage gritter maintenance operations with third party providers. This includes operational availability of 47 gritters

	<p>over the Winter, Summer overhaul and any midlife overhauls of LCC assets as well as budget manage and approve all payments over the course of operations.</p> <ul style="list-style-type: none"> • Winter maintenance and emergency work deadlines are to be prioritised where works conflict. • The post holder is one of a small team of six (5 x WEDO and 1 x WEDO (Daytime) who shall work on a rota basis which averages to a basic 34 hour week over a 5 week shift pattern. <p>The duty periods including a half hour break are:</p> <ul style="list-style-type: none"> ○ Evening – 1630 – 0100 – 7 days a week ○ Morning – 0030 – 0900 – 7 days a week ○ Day – 0830 – 1700 – Weekdays, weekends and Bank Holidays <ul style="list-style-type: none"> • The post holder will be expected to cover other shift times for absences amongst the other Winter and Emergency Duty Officers. • The post holder may be "called in" to attend the an incident either virtually or physically in a Control Room during off duty periods to assist during very busy periods. The Postholder may also be required carry out additional shifts to cover absences amongst the other Winter Emergency Duty Officers. Payment is based on the time on duty in the virtual room or Control Room (as defined by line management).
2.	Maximising the impact of resources and value for money to achieve improved outcomes for the Council. Ensure effective performance management to deliver outcomes in line with service delivery contracts.
3.	Understand and work with the market as appropriate, developing and maintaining relationships with commissioners, service users, stakeholders, partners and potential providers.
4.	Contribute to the Council's statutory obligations and where appropriate any national and local performance indicators.
5.	Ensure Council resources are optimised and utilised effectively and efficiently.
6.	Look to continuously improve services in area of responsibility, identifying where possible, value for money savings and managing within allocated budgets.
7.	Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations.
8.	Contribute to the development of individuals across the Council coaching, mentoring and motivating staff to achieve performance excellence.
9.	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.
10.	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
The post holder is required to have 5 level 2 or above (or equivalent) with relevant experience of highway services or public services and experience of working shift patterns.	A I	X	
Demonstrable level of skill / knowledge / experience in core competencies and appropriate level of technical skills in a highways related discipline. The postholder will, following an individual skills assessment, be required to achieve the latter by obtaining a relevant academic vocational or professional qualification within an agreed timescale.	A I	X	
In-depth knowledge and experience of IT and communication systems including Microsoft and specialist winter maintenance systems.	A I		X
Collaboratively working in partnership with public, private sector partners, contractors, elected members and district councils.	A I	X	
Ability to understand technical and engineering issues.	A I		X
Health and safety requirements for both office and works locations.	A I		X
Knowledge of contract procedures.	A I		X
Ability to work collaboratively to implement changes to both highway and winter maintenance procedures.	A I	X	
Able to travel around the county (e.g. possess a driver's license).	A I	X	
Experience of working in a control room environment.	A I		X
Ability to work alone unsupervised under pressure out of normal working hours.	A I	X	
Good communication and negotiation skills.	A I	X	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.